STATE OF MICHIGAN
DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

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IV-D MEMORANDUM 2016-016

TO: All Friend of the Court (FOC) Staff
All Prosecuting Attorney (PA) Staff
All Office of Child Support (OCS) Staff

FROM: Erin P. Frisch, Director
Office of Child Support

DATE: June 10, 2016

SUBJECT: Michigan Child Support Enforcement System (MiCSES)/
Bridges Data-Match Issues

UPDATE(S):
☐ Manual
☐ Form(s)

RESPONSE DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum discusses data-match issues that IV-D staff and Bridges users have identified with the MiCSES/Bridges interface.[1] These issues have caused incorrect assignment records on the MiCSES *Member Assistance History* (MAHI) screen[2] for IV-D case members.[3]

As a result, staff have entered several MiCSES Help Desk tickets and Bridges work requests[4] to resolve the issues. This memorandum discusses the planned MiCSES fixes for the MiCSES 9.1.1 Release (June 24, 2016) as well as corrective actions that FOC staff may take prior to the release.

This memorandum also discusses planning for future MiCSES and Bridges releases to fix other data mismatches.

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[1] Bridges is the service delivery system that supports eligibility and benefit determinations for Michigan's assistance programs, which provide cash, medical, food, and child care assistance. Ref: Section 2.05, "Referrals and Applications," of the *Michigan IV-D Child Support Manual* for more information regarding the MiCSES/Bridges interface.

[2] Ref: *MiCSES Screen Description: MAHI – Member Assistance History* for information about the MAHI screen.

[3] An email notification first announced these issues on March 23, 3016.

[4] A Bridges work request is the method used to request a Bridges system change; it is equivalent to a MiCSES Help Desk ticket.

DISCUSSION:

Title IV-D of the Social Security Act requires that referrals to "provide services relating to the establishment of paternity or the establishment, modification, or enforcement of child support obligations" be made to the Title IV-D program as appropriate for children receiving assistance from:

- Family Independence Program (FIP);
- Medicaid;
- Child Development and Care (CDC); and
- Food Assistance Program (FAP).

Referrals for IV-D services are made through the MiCSES/Bridges interface. Referrals include:

- Case and member information about the assistance household participants;
- Information concerning any parents not in the home;
- Assistance eligibility information; and
- Demographic information for all referred individuals.

Assistance eligibility information for children (e.g., begin and end dates of assistance) must be accurate in MiCSES so that current and past-due child support is properly assigned or unassigned to the state.[5] If it is inaccurate, child support payments will be misdirected – that is, either the parent or the state will become underpaid or overpaid.

In the fall of 2015, IV-D staff began reporting issues with missing assistance end dates on the MAHI screen. After extensive research, MiCSES staff confirmed that some of the assistance end dates did not come through the MiCSES/Bridges interface as expected.[6]

In November 2015, a workgroup was assembled to discuss, research, and propose solutions to the MiCSES/Bridges interface issue. The workgroup, which included OCS, MiCSES, Data Warehouse, and Bridges staff, began meeting frequently. During these meetings, the workgroup identified several data mismatch issues which include:[7]

- Missing or incorrect assistance begin dates;
- Missing or incorrect assistance end dates; and
- Erroneous certifications of assignment.

Workgroup members continue to research these issues with their respective systems.

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[5] Ref: Section 5.15, "Assignment of Support (Certification/Decertification)," of the *Michigan IV-D Child Support Manual* for more information regarding assignment of support.

[6] MiCSES staff worked with Data Warehouse staff to confirm each IV-D member's assistance record through a view of Bridges data in Business Objects.

[7] Help Desk tickets and Bridges work requests have been entered for the identified issues.

A. Planned Data-Match Fixes for the MiCSES 9.1.1 Release

In March 2016, the Release Planning Group approved an effort to correct mismatch errors where MiCSES shows that a IV-D member's assistance record is active, but Bridges records indicate the member is no longer receiving assistance. These are the most critical mismatch errors to fix because such errors cause incoming support to be inappropriately directed to the state rather than the family.

Joint Application Design (JAD) sessions were held in April 2016 and included representatives from OCS, MiCSES, Data Warehouse, and the FOC. The scope of this effort was to **only** end-date or remove the MiCSES member's incorrect assistance record(s) on the MAHI screen. Other information that may be incorrect, such as the member's assistance begin date, will not be corrected with the MiCSES 9.1.1 effort.

MiCSES will take one of two actions:

1. MiCSES will **remove the assistance record** from the MAHI screen if both of the following apply:

   a. The record is showing currently active assistance in MiCSES *and* is not active in Bridges; *and*
   b. The member's assistance ended prior to the begin dates shown on the MAHI screen.

2. MiCSES will automatically **end-date the assistance record** on the MAHI screen[8] if the record shows active assistance and Bridges shows the assistance has ended.[9]

When MiCSES removes the assistance record, or automatically adds the end date to a member's FIP record, a FIP negative offset may occur if MiCSES disbursed a payment to the state during the incorrect assignment time period.[10] MiCSES will then create a Receipt Source 6 and place the receipt on a *FIP Negative Offset Receipt Source 6* (SNO6) hold.[11] Due to the volume of records affected, OCS management agreed to temporarily extend the duration of this hold code from four to 14 days to ensure FOC staff have sufficient time to work payments on hold. OCS will communicate to FOC staff when this hold extension has ended.

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[8] MiCSES will use the same end date as the end date found on Bridges.
[9] MiCSES will not automatically end-date the record if the end date in Bridges is in the future.
[10] Ref: *MiCSES Customer Information Guide: FIP Negative Offset* for more information.
[11] Ref: *MiCSES Customer Information Guide: Suspense Management Reference* for more information on the SNO6 hold code.

The MiCSES 9.1.1 Release is expected to fix:

- 250 FIP records;[12] and
- 4,035 Medicaid records.

B. Optional Data-Match Reports

Before the MiCSES 9.1.1 Release, FOC staff may view a report of all incorrectly assigned records that will be end-dated or removed in the release. FOC staff may use this report to manually correct assistance records. Viewing and working the report are optional, however; FOC staff are not required to take these actions. After the release, FOC staff may view two reports of all incorrectly assigned records that were end-dated or removed.

1. Pre-Report of Incorrectly Assigned Records to Be End-Dated or Removed

   FOC staff will have access to a pre-report of incorrectly assigned records to be end-dated or removed. Although it is optional, the report will allow FOC staff to manually correct the records on the MAHI screen prior to MiCSES executing the automatic correction. If FOC staff correct the records on the MAHI screen according to the Bridges information, the MiCSES automatic fix will recognize that the MAHI screen information matches the Bridges information and will not override the staff actions.

   FOC staff will be notified by an email notification when the pre-report is ready.[13] This report will include a list of all members with active FIP and Medicaid records that have verified end dates, or non-approved assistance records, in Bridges.[14] MiCSES will automatically end-date or remove these records with the MiCSES 9.1.1 Release.

   If FOC staff choose to manually correct the records, they must correct the member's *entire* MAHI record,[15] including all historical begin and end dates. Staff must also correct the MAHI record *before* entering an arrears adjustment to the IV-D case on the *Obligation Arrears Adjustment* (OBAA) screen in MiCSES, if an arrears adjustment is necessary. If FOC staff do not update the MAHI record prior to entering an arrears adjustment, MiCSES may make a secondary financial reaction when the MiCSES 9.1.1 Release is implemented.

   If correcting a Medicaid assistance record when an overpayment occurs, FOC staff **must** complete a *Support Collection Payment Request* (DHS-820) to

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[12] Each assistance line for a MiCSES member on the MiCSES MAHI screen is a record. The MiCSES 9.1.1 Release may fix multiple records for a MiCSES IV-D member.

[13] The email notification will also contain information about the pre-report.

[14] Each member included in the report will have an associated docket in MiCSES.

[15] IV-D staff only need to correct the member's MAHI record retroactive to the date the Bridges interface was implemented, which was November 11, 2010. That is the date that MiCSES began calculating relevance in MiCSES according to requirements set with the MiCSES/Bridges interface.

request the overpayment from the Michigan Department of Health and Human Services (MDHHS) Third Party Liability Division.[16] FOC staff must also enter a note on the *Notes Processor* (NOTE) screen indicating the form was submitted to the MDHHS Third Party Liability Division. If FOC staff choose not to manually correct the MAHI records, the Medicaid overpayment will be handled with a future effort.[17]

2. Post-Reports of End-Dated or Removed Assignment Records[18]

    After the MiCSES 9.1.1 Release, IV-D staff will be notified by an email notification when the two post-release reports are available. The reports will list the cases that MiCSES automatically end-dated or removed, based on information confirmed in Bridges. These reports are for informational purposes only. No action is required of IV-D workers.

C. Future Planning of Data-Match Issue Correction

JAD sessions are currently underway to determine the best approach to correct each affected member's full assistance history on the MAHI screen. The proposed fix includes:

*   Correcting each member's begin and end dates;
*   Correcting erroneous certifications of assignment; and
*   Requesting a recoupment from the MDHHS Third Party Liability Division for medical support overpayments.

This effort cannot be scheduled for a MiCSES release until all of the Bridges fixes that support the MiCSES work are in production. At this time, Bridges staff have not approved all of the Bridges work requests for a release.

OCS, MiCSES and Bridges staff continue to work together to develop solutions to correct the identified issues and to avoid mismatches in the future.

OCS and MiCSES staff are tracking each MiCSES ticket and Bridges work request entered. OCS staff will continue to communicate updates to IV-D staff as more information becomes available.

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[16] The MDHHS Third Party Liability Division was formerly known as the Michigan Department of Community Health Third Party Liability Division. Ref: Section 5.40, "Public Assistance Impacts: Unreimbursed Grant, Linking, and Pass-Through (Client Participation Payment)," of the *Michigan IV-D Child Support Manual* for more information on completing a DHS-820 for recoupment of overpaid medical support payments from the state.

[17] Ref: Section C of this memorandum for more information.

[18] After publication of this IV-D Memorandum, OCS will send out an email notification with more information about the post-reports, as well as the pre-report.

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice.

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